



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS A:**

Bid Receiving /

Réception des soumissions

Canada School of Public Service/
École de la fonction publique du Canada
Entrance P10 with the commissionaire
(between 7 :00 a.m. to 5 :00 p.m.) / Entrée
P10 avec le commissionaire (entre 7h00 et
17h00)

Asticou Centre / Centre Asticou
241 Cité-des-jeunes Blvd. / 241, boul. Cité-
des-jeunes

Gatineau, QC (Canada) K1N 6Z2

**REQUEST FOR PROPOSAL
DEMANDE DE SOUMISSION**

**Proposal to: Canada School of Public
Service**

We hereby offer to sell to Her Majesty the
Queen in right of Canada, in accordance
with the terms and conditions set out herein,
referred to herein or attached hereto, the
goods, services and construction listed
herein and on any attached sheets at the
price(s) set out therefor.

**Proposition à : École de la fonction
publique du Canada**

Nous offrons par la présente de vendre à
Sa Majesté la Reine du chef du Canada,
aux conditions énoncées ou incluses par
référence dans la présente et aux annexes
ci-jointes, les biens, services et construction
énumérés ici sur toute feuille ci-annexée,
au(x) prix indiqué(s).

Comments - Commentaries

**THIS DOCUMENT DOES NOT CONTAIN
SECURITY REQUIREMENTS / CE
DOCUMENT NE CONTIENT AUCUNE
EXIGENCE DE SÉCURITÉ**

Issuing Office – Bureau de distribution

Canada School of Public Service / École de la
fonction publique du Canada
Procurement and Contracting Unit / Unité des
contrats et approvisionnement
Corporate Services Branch / Direction générale
des services intégrés

241 Cité-des-jeunes Blvd. / 241, boulevard Cité-des-jeunes
Asticou Centre / Centre Asticou
Gatineau, QC (Canada) K1N 6Z2

Title-Sujet Design and development of digital learning products to the Canada School of Public Service	
Solicitation No. – No. de l'invitation CSPS-RFP-18GH-0930	Date October 5, 2018
Client Reference No. - No. De Référence du Client 2018-0930	
Solicitation Closes / L'invitation prend fin on November 14, 2018 at 2:00 PM le 14 novembre 2018 à 14h00	Time Zone Fureau Horaire EST / HNE
Address inquiries to: - Adresser toute demande de renseignements à : Ginette Hupé	
Email Address: - Adresse courriel : ginette.hupe@canada.ca	
Telephone No. - No de téléphone 819-953-3467	Fax No. – No de Fax:
Destination of Goods and Services: Destinations des biens et services: Canada School of Public Service École de la fonction publique du Canada	
Instructions : See Herein Instructions : Voir aux présentes	
Delivery Required – Livraison exigée See Herein / Voir aux présentes	Delivery Offered – Livraison proposée
Vendor/Firm Name and address Rasion social et adresse du fournisseur/de l'entrepreneur Facsimile No. – No de télécopieur Telephone No. – No de téléphone	
Name and title of person authorized to sign on behalf of Vendor/Firm - Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	



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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Attachments include the Pricing Schedule, the Evaluation Criteria and the Certifications Precedent to Contract Award.

The Annexes include the Statement of Work, the Basis of Payment, the e-Learning Levels and the Task Authorization Form.

1.2 Summary

- 1.2.1 The Canada School of Public Service is seeking the services of a Contractor with a skilled and experienced team, to provide instructional design, redesign, production, and/or development of learning products, on an as and when requested basis, consisting of level 2 (see Annex "C", e-Learning Levels) or better e-learning courses, micro-learning, performance-support tools, and/or animated videos, with the goal of modernizing its digital training programs and practices.

This bid solicitation is to establish a contract with task authorizations for the delivery of the requirement detailed in the bid solicitation. The services will be required for a period of one (1) year, with the irrevocable option allowing Canada to extend the term of the Contract by up to three (3) additional one-year periods under the same terms and conditions.

- 1.2.2 There are no security requirements associated with this requirement.
- 1.2.3 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).



1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The [2003](#) (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation with the following changes:

- a) Wherever Public Works and Government Services Canada (PWGSC) revise to read "Canada School of Public Service (the School)".
- b) At Article 05, Submission of Bids, subparagraph 4, delete "Bids will remain open for acceptance for a period of not less than sixty (60) days from the closing date of the bid solicitation. Insert "Bids will remain open for acceptance for a period of not less than 120 days from the closing date of the bid solicitation."
- c) At Article 08, Transmission by Facsimile or by epost Connect is deleted in its entirety.
- d) At Article 20, Further Information, delete the second paragraph in its entirety.

2.2 Submission of Bids

Bids must be submitted only to Canada School of Public Service (the School) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

The Bidder should indicate the RFP number (CSPS-RFP-18GH-0930) on all envelopes containing their bid.

Due to the nature of the bid solicitation, bids transmitted by facsimile or by epost Connect to the School will not be accepted.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;



- b. an individual who has incorporated;

partnership made of former public servants; or
- c. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** () **No** ()

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** () **No** ()

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.



2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Basis for Canada's Ownership of Intellectual Property

The Canada School of Public Service has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reasons, as set out in the *Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts*:

Where the Foreground IP (intellectual property) consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

2.7 Volumetric Data

The volumetric data provided in Attachment 1 to Part 3 – Pricing Schedule (estimated quantity of learning products per year) has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the service identified in this bid solicitation will be consistent with this data. It is provided purely for information purposes.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (4 hard copies)

Section II: Financial Bid (1 hard copy)

Section III: Certifications (1 hard copy)

Section IV: Additional Information (1 hard copy)

Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Part 4, Evaluation Procedures and Attachment 1 to Part 4, Evaluation Criteria, contain additional instructions that Bidders should consider when preparing their technical bid.



Section II: Financial Bid

3.1.1 Bidders must submit their financial bid in accordance with the Pricing Schedule in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.

Bidders must submit their rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.

When preparing their financial bid, Bidders should review the Basis of Payment in Annex B and clause 4.1.2, Financial Evaluation, of Part 4.

3.1.2 Exchange Rate Fluctuation

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

Section IV: Additional Information

In Section IV of their bid, Bidders should provide:

1. their legal name;
2. their Procurement Business Number (PBN);
3. the name of the contact person (provide also this person's mailing address, phone number and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid, and any contract that may result from their bid;
4. for Part 2, article 2.3, Former Public Servant, of the bid solicitation: the required answer to each question; and, if the answer is yes, the required information.



ATTACHMENT 1 to PART 3 - Pricing Schedule

The Bidder should complete this Pricing Schedule and include it in its financial bid once completed.

As a minimum, the Bidder must respond to this pricing schedule by including in its financial bid for each of the periods specified below its quoted all-inclusive ceiling price (in Cdn \$) for each type of learning products identified below.

The rates specified below, when quoted by the Bidder, include the total estimated cost of all travel and living expenses that may need to be incurred for:

- a. work described in Part 7, Resulting Contract Clauses, of this bid solicitation required to be performed within the National Capital Region (NCR). The NCR is defined in the *National Capital Act*, R.S.C. 1985, c. N-4, S.2. *The National Capital Act* is available on the Justice Website: <http://laws.justice.gc.ca/eng/acts/N-4/> ;
- b. any travel between the Contractor's place of business and the NCR; and
- c. the relocation of resources to satisfy the terms of any resulting contract.

These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.



Initial Contract Period: (From _____ to _____) *(for a period of one year from date of contract award)*

Type of Learning Product	Labour category	Cost basis		Professional Fees			
		All-inclusive fixed daily rate (in Cdn \$) (a)	Level of Effort in working days (b)	Firm Unit Price per Labour category (in Cdn \$) (c) (a) x (b) = (c)	Ceiling price per Type of Learning Product (in Cdn \$) (d)	Estimated Quantity of Learning Products (per year) (e)	Evaluated Price (in Cdn \$) (f) (d) x (e) = f
1. NEW online learning courses	1.1	\$ _____	_____	\$ _____	= Professional Fees 1.1 + 1.2 + 1.3 + 1.4... (total of column C) \$ _____	10	\$
	1.2	\$ _____	_____	\$ _____			
	1.3	\$ _____	_____	\$ _____			
	1.4 Add rows as required						
2. NEW custom design and development of other online learning products	2.1	\$ _____	_____	\$ _____		5	\$
	2.2	\$ _____	_____	\$ _____			
	2.3	\$ _____	_____	\$ _____			
	2.4 Add rows as required			\$ _____			
3. Conversion of existing (classroom or self-paced) content into various learning products	3.1	\$ _____	_____	\$ _____		3	\$
	3.2	\$ _____	_____	\$ _____			
	3.3	\$ _____	_____	\$ _____			
	3.4 Add rows as required			\$ _____			
4. Consultations on modes of delivery of other learning products	4.1	\$ _____	_____	\$ _____		2	\$
	4.2	\$ _____	_____	\$ _____			
	4.3	\$ _____	_____	\$ _____			
	4.4 Add rows as required			\$ _____			
Total - Initial Contract Period:							\$



Optional Period 1 - (From _____ to _____) (for an additional one-year period)

Type of Learning Product	Labour category	Cost basis		Professional Fees			
		All-inclusive fixed daily rate (in Cdn \$) (a)	Level of Effort in working days (b)	Firm Unit Price per Labour category (in Cdn \$) (c) (a) x (b) = (c)	Ceiling price per Type of Learning Product (in Cdn \$) (d)	Estimated Quantity of Learning Products (per year) (e)	Evaluated Price (in Cdn \$) (f) (d) x (e) = f
1. NEW online learning courses	1.1	\$ _____	_____	\$ _____	= Professional Fees 1.1 + 1.2 + 1.3 + 1.4... (total of column C) \$ _____	8	\$ _____
	1.2	\$ _____	_____	\$ _____			
	1.3	\$ _____	_____	\$ _____			
	1.4 Add rows as required						
2. NEW custom design and development of other online learning products	2.1	\$ _____	_____	\$ _____		7	\$ _____
	2.2	\$ _____	_____	\$ _____			
	2.3	\$ _____	_____	\$ _____			
	2.4 Add rows as required			\$ _____			
3. Conversion of existing (classroom or self-paced) content into various learning products	3.1	\$ _____	_____	\$ _____		3	\$ _____
	3.2	\$ _____	_____	\$ _____			
	3.3	\$ _____	_____	\$ _____			
	3.4 Add rows as required			\$ _____			
4. Consultations on modes of delivery of other learning products	4.1	\$ _____	_____	\$ _____		2	\$ _____
	4.2	\$ _____	_____	\$ _____			
	4.3	\$ _____	_____	\$ _____			
	4.4 Add rows as required			\$ _____			
Total - Optional Period 1:							\$ _____



Optional Period 2 - (From _____ to _____) (for an additional one-year period)

Type of Learning Product	Labour category	Cost basis		Professional Fees			
		All-inclusive fixed daily rate (in Cdn \$) (a)	Level of Effort in working days (b)	Firm Unit Price per Labour category (in Cdn \$) (c) (a) x (b) = (c)	Ceiling price per Type of Learning Product (in Cdn \$) (d)	Estimated Quantity of Learning Products (per year) (e)	Evaluated Price (in Cdn \$) (f) (d) x (e) = f
1. NEW online learning courses	1.1	\$ _____	_____	\$ _____	= Professional Fees 1.1 + 1.2 + 1.3 + 1.4... (total of column C) \$ _____	8	\$ _____
	1.2	\$ _____	_____	\$ _____			
	1.3	\$ _____	_____	\$ _____			
	1.4 Add rows as required						
2. NEW custom design and development of other online learning products	2.1	\$ _____	_____	\$ _____	\$ _____	8	\$ _____
	2.2	\$ _____	_____	\$ _____			
	2.3	\$ _____	_____	\$ _____			
	2.4 Add rows as required						
3. Conversion of existing (classroom or self-paced) content into various learning products	3.1	\$ _____	_____	\$ _____	\$ _____	2	\$ _____
	3.2	\$ _____	_____	\$ _____			
	3.3	\$ _____	_____	\$ _____			
	3.4 Add rows as required						
4. Consultations on modes of delivery of other learning products	4.1	\$ _____	_____	\$ _____	\$ _____	2	\$ _____
	4.2	\$ _____	_____	\$ _____			
	4.3	\$ _____	_____	\$ _____			
	4.4 Add rows as required						
Total - Optional Period 2:							\$ _____



Optional Period 3 - (From _____ to _____) (for an additional one-year period)

Type of Learning Product	Labour category	Cost basis		Professional Fees			
		All-inclusive fixed daily rate (in Cdn \$) (a)	Level of Effort in working days (b)	Firm Unit Price per Labour category (in Cdn \$) (c) (a) x (b) = (c)	Ceiling price per Type of Learning Product (in Cdn \$) (d)	Estimated Quantity of Learning Products (per year) (e)	Evaluated Price (in Cdn \$) (f) (d) x (e) = f
1. NEW online learning courses	1.1	\$ _____	_____	\$ _____	= Professional Fees 1.1 + 1.2 + 1.3 + 1.4... (total of column C) \$ _____	8	\$ _____
	1.2	\$ _____	_____	\$ _____			
	1.3	\$ _____	_____	\$ _____			
	1.4 Add rows as required						
2. NEW custom design and development of other online learning products	2.1	\$ _____	_____	\$ _____		8	\$ _____
	2.2	\$ _____	_____	\$ _____			
	2.3	\$ _____	_____	\$ _____			
	2.4 Add rows as required			\$ _____			
3. Conversion of existing (classroom or self-paced) content into various learning products	3.1	\$ _____	_____	\$ _____		2	\$ _____
	3.2	\$ _____	_____	\$ _____			
	3.3	\$ _____	_____	\$ _____			
	3.4 Add rows as required			\$ _____			
4. Consultations on modes of delivery of other learning products	4.1	\$ _____	_____	\$ _____		2	\$ _____
	4.2	\$ _____	_____	\$ _____			
	4.3	\$ _____	_____	\$ _____			
	4.4 Add rows as required			\$ _____			
Total - Optional Period 3:							\$ _____
TOTAL EVALUATED PRICE (Applicable Taxes excluded): (i.e., sum of: Total Initial Contract Period + Total Optional Period 1 + Total Optional Period 2 + Total Optional Period 3)							\$ _____
Applicable Taxes							Insert Tax amount(s), as applicable:



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- (b) An evaluation team composed of representatives from the Government of Canada will evaluate the bids.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

4.1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4. Point rated technical criteria not addressed will be given a score of zero.

4.1.2 Financial Evaluation

4.1.2.2 The volumetric data included in the Pricing Schedule detailed in Attachment 1 to Part 3 are provided for bid evaluation price determination only. They are not to be considered as a contract guarantee.

4.1.2.3 For bid evaluation and contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit (75%) and Price (25%)

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all the mandatory criteria; and
 - c. obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 75% for the technical merit and 25% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 75%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 25%.



6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the Contractor is determined by a 75/25 ratio of technical merit and price, respectively. The total available points equal 100 and the lowest evaluated price is \$50,000 (50).

Basis of Selection - Highest Combined Rating of Technical Merit (75 %) and Price (25 %)

		Bidder 1	Bidder 2	Bidder3
Overall Technical Score		90/100	83/100	75/100
Bid Evaluated Price		\$75,000	\$60,000	\$50,000
Calculations	Technical Merit Score	$90/100 \times 75 = 67.50$	$83/100 \times 75 = 62.25$	$75/100 \times 75 = 56.25$
	Pricing Score	$50/75 \times 25 = 16.68$	$50/60 \times 25 = 20.83$	$50/50 \times 25 = 25.00$
Combined Rating		84.18	83.08	81.25
Overall Rating		1 st	2 nd	3 rd



ATTACHMENT 1 to PART 4 - Evaluation Criteria

1.0 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion must be addressed separately.

Mandatory Technical Criteria (MT)		
Number	Mandatory Technical Criterion	Cross Reference to Bidder's Proposal
MT1	<p>Bidder's Understanding of CSPS:</p> <p>The Bidder must demonstrate in their proposal by providing a summary of their understanding of the environment in which the CSPS operates and the principles of learning services in the context of the Federal Public Service.</p>	
MT2	<p>Bidder's Understanding of the Requirement:</p> <p>The Bidder must submit as part of their proposal a detailed Scope which describes the overall methodology, approach and strategy to complete all aspects on the work mentioned in this RFP to achieve the project's objectives.</p>	
MT3	<p>Bidder's Corporate Profile:</p> <p>The Bidder must provide a Corporate Profile which provides information, such as</p> <ul style="list-style-type: none"> • Company Overview (e.g. incorporation date, annual sales); • Locations of Business in Canada and/or internationally; • Client list (e.g. industries served); • Client Service Model; and • Other relevant information. 	
MT4	<p>Bidder's Experience:</p> <p>The Bidder must clearly demonstrate in their proposal that they have acquired the experience and the expertise required to carry out the Work as described in the Statement of Work (Annex A) by providing three (3) project summaries and work plans which took place within the last two (2) years, at time of solicitation closing date, for projects of similar size and scope that they have successfully delivered.</p> <p>Projects must include at least one (1) of each of the following: Self-paced online course and/or Micro learning piece and/or blended learning model with performance support tools.</p>	



	<p>Within each project summary provided, the Bidder must provide the following information:</p> <ul style="list-style-type: none"> • The name of the client organization for whom the work was undertaken; • The start and end dates of the project (in month/year to month/year [for example March 2008 to February 2011] and the project duration (for example: 36 months). • A brief description of the project (such as but not limited to client objectives, challenges encountered, risks mitigated, technologies utilized, standards adhered to, etc.); • A description of the Bidder's learning authoring tool(s) used in the project including version number; and • The name and valid contact information (telephone number and/or e-mail address) of a resource who is able to confirm successful implementation of the learning solution for the client. <p>Client reference may be contacted to validate the experience information provided.</p>	
<p>MT5</p>	<p>Bidder's Proposed Project Team:</p> <p>The Bidder must propose a project team that will have the capacity and the expertise to conduct all the work described in the Statement of Work (Annex A).</p> <p>The Bidder must provide a curriculum vitae (CV) for each member of their proposed project team and identify the role of each team member in their proposal. The CV(s) must provide supporting information demonstrating where and how relevant experience was obtained.</p>	
<p>MT6</p>	<p>Bidder's Proposed Project Team Experience:</p> <p>The Bidder must demonstrate that each proposed project team member has the experience and has performed the role to be assigned to them under the project.</p> <p>In order to demonstrate this, the Bidder must provide details on each of their roles in two (2) past projects, completed within the last two (2) years, at time of solicitation closing date.</p> <p>The following information must be provided for each project:</p> <ul style="list-style-type: none"> • Project name and objectives; • Project duration in terms of start and end dates (month/year to month/year); • Individual's name and overall role and responsibility with the project; and • Client contact information (organization name, client name, telephone number and/or email address) for whom the work was performed. 	



	Client reference may be contacted to validate the experience information provided.	
MT7	Bidder's Quality of Work: The Bidder must provide five (5) demos of their completed work; three (3) of which match the required project summaries in MT4, implemented within the last two (2) years, at time of solicitation closing date. The Bidder must also include with their demos: one (1) sample needs assessment, one (1) sample storyboard, and one (1) detailed project plan. The above-noted demos must be supplied via a URL link to a virtual demo site, a USB key, or a cloud-based drop box or google drive.	



2.0 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Point Rated Technical Criteria (RT)											
Number	Point Rated Technical Criterion	Maximum Points	Cross Reference to Bidder's Proposal								
RT1	<p>Bidder's Proposed Approach and Methodology :</p> <p>In relation to MT2, the Bidder should demonstrate their understanding of the scope of work and of the goals and requirements of the project, by describing their proposed approach for undertaking several end-to-end Digital Learning projects for the School and demonstrate their ability to carry out all aspects of the project.</p> <p>Points will be allocated as follows:</p> <table border="1"> <thead> <tr> <th>Range</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0 to 2</td> <td> <p>The approach and methodology is considered <u>unsatisfactory</u> due to one or more of the following:</p> <ul style="list-style-type: none"> • Insufficient Information was provided; • Few elements are present; • Not all elements are described or are poorly described; • Does not provide details to assess how the Bidder proposes to ensure that requirements, performance, quality, and scheduled goals are achieved; • Does not provide details to describe the tools and techniques that will be used to plan, organize, direct, and control projects; and • Does not identify any interaction between the Bidder and the CSPS. </td> </tr> <tr> <td>3 to 5</td> <td> <p>The approach and methodology is considered <u>adequate</u> as:</p> <ul style="list-style-type: none"> • Most elements are present; • Most elements are described; • Details provided lead to a basic understanding of how the Bidder proposes to ensure that requirements, performance, quality, and scheduled goals are achieved; • Some details are provided to describe the tools and techniques that will be used to plan, organize, direct, and control the project; and • Details lead to a minimal understanding of the interaction between the Bidder and the CSPS. </td> </tr> <tr> <td>6 to 8</td> <td> <p>The approach and methodology is considered <u>very good</u> as:</p> <ul style="list-style-type: none"> • All elements present; </td> </tr> </tbody> </table>	Range	Description	0 to 2	<p>The approach and methodology is considered <u>unsatisfactory</u> due to one or more of the following:</p> <ul style="list-style-type: none"> • Insufficient Information was provided; • Few elements are present; • Not all elements are described or are poorly described; • Does not provide details to assess how the Bidder proposes to ensure that requirements, performance, quality, and scheduled goals are achieved; • Does not provide details to describe the tools and techniques that will be used to plan, organize, direct, and control projects; and • Does not identify any interaction between the Bidder and the CSPS. 	3 to 5	<p>The approach and methodology is considered <u>adequate</u> as:</p> <ul style="list-style-type: none"> • Most elements are present; • Most elements are described; • Details provided lead to a basic understanding of how the Bidder proposes to ensure that requirements, performance, quality, and scheduled goals are achieved; • Some details are provided to describe the tools and techniques that will be used to plan, organize, direct, and control the project; and • Details lead to a minimal understanding of the interaction between the Bidder and the CSPS. 	6 to 8	<p>The approach and methodology is considered <u>very good</u> as:</p> <ul style="list-style-type: none"> • All elements present; 	10 pts.	
Range	Description										
0 to 2	<p>The approach and methodology is considered <u>unsatisfactory</u> due to one or more of the following:</p> <ul style="list-style-type: none"> • Insufficient Information was provided; • Few elements are present; • Not all elements are described or are poorly described; • Does not provide details to assess how the Bidder proposes to ensure that requirements, performance, quality, and scheduled goals are achieved; • Does not provide details to describe the tools and techniques that will be used to plan, organize, direct, and control projects; and • Does not identify any interaction between the Bidder and the CSPS. 										
3 to 5	<p>The approach and methodology is considered <u>adequate</u> as:</p> <ul style="list-style-type: none"> • Most elements are present; • Most elements are described; • Details provided lead to a basic understanding of how the Bidder proposes to ensure that requirements, performance, quality, and scheduled goals are achieved; • Some details are provided to describe the tools and techniques that will be used to plan, organize, direct, and control the project; and • Details lead to a minimal understanding of the interaction between the Bidder and the CSPS. 										
6 to 8	<p>The approach and methodology is considered <u>very good</u> as:</p> <ul style="list-style-type: none"> • All elements present; 										



	<ul style="list-style-type: none"> • Most elements are well described; • Details lead to a very good understanding of how the Bidder proposes to ensure that the requirements, performance, quality, and scheduled goals are achieved; • Substantial and thorough details provided to describe the tools and techniques that will be used to plan, organize, direct, and control the project; and • Substantial details lead to a good understanding of the interaction between the Bidder and the CSPS. 			
	<p>9 to 10</p>	<p>The narrative provided is considered <u>excellent</u> as:</p> <ul style="list-style-type: none"> • All elements present; • All elements are well described; • Substantial details lead to a complete and thorough understanding of how the Bidder proposes to ensure that requirements, performance, quality, and scheduled goals are achieved; • Substantial and thorough details provided to describe the tools and techniques that will be used to plan, organize, direct, and control the project; and • Substantial details lead to a very good understanding of the interaction between the Bidder and the CSPS. 		
<p>RT2</p>	<p>Bidder’s Experience delivering eLearning services:</p> <p>The Bidder should demonstrate their experience delivering eLearning services of similar size and scope as the services required by the School, and in end-to-end eLearning service delivery (from needs assessment to evaluation).</p> <p>In order to demonstrate this criteria, the Bidder should have completed three (3) projects where they were responsible for developing custom learning solutions for online and interactive experiences for public or private sector organizations, that were completed within the last five (5) years, at time of solicitation closing date.</p> <p>Each project should have:</p> <ul style="list-style-type: none"> • Included Project Management for the end to end creation of the solution; • Included analysing the business needs and learning needs for the solution; • Included designing the solution to meet client’s business and technical platform requirements; • Involved producing a solution involving creating interactive and multimedia content*; and • Included QA testing of the solution. <p>The following information should be provided for each project:</p> <ul style="list-style-type: none"> • Project name and objectives; • Project duration in terms of start and end dates (month/year to month/year); • Description of the project in terms of the nature of the solution and the tasks undertaken (including the types of interactive and multimedia content created), demonstrating the relevance of the project to the criterion; and 	<p>12 pts.</p>		



	<ul style="list-style-type: none"> Client contact information (organization name, client name, telephone number and/or email address) for whom the solution was developed. <p>Points will be allocated as follows:</p> <p>4 points per project.</p>		
<p>RT3</p>	<p>Bidder’s Experience creating Learning Solutions:</p> <p>The Bidder should also demonstrate their experience creating learning solutions which included the technical requirements identified below:</p> <ol style="list-style-type: none"> 1) html programming with interactions; 2) animation and motion graphics; 3) graphic design; 4) video/audio content; and 5) epub/accessible documentation. <p>Experience with the above technical requirements could be in the context of a learning solution or any other type of online solution.</p> <p>The same solution may be used for more than one type of technical requirement.</p> <p><u>Learning solutions</u> are defined as classroom products, online self-paced learning, online simulations, classroom simulations, virtual classroom learning solutions, distance learning solutions, job aids, job performance support tools, and videos, graphic animations, and infographics, etc. designed to support employees in their work performance.</p> <p>In order to demonstrate this criteria, the Bidder should have completed three (3) projects where they were responsible for developing custom learning solutions for online and interactive experiences for public or private sector organizations, that were completed within the last five (5) years, at time of solicitation closing date.</p> <p>The following information should be provided for each project:</p> <ul style="list-style-type: none"> Project name and objectives; Project duration in terms of start and end dates (month/year to month/year); Description of the project in terms of the nature of the solution and the tasks undertaken (including the types of interactive and multimedia content created), demonstrating the relevance of the project to the criterion; and Client contact information (organization name, client name, telephone number and/or email address) for whom the solution was developed. <p>Points will be allocated as follows:</p> <p>4 points per project.</p>	<p>12 pts</p>	



<p>RT4</p>	<p>Bidder's Proposed Project Team:</p> <p>The Bidder should demonstrate that two (2) members of their proposed project team have demonstrated experience working at least in one (1) of the following:</p> <p>A) <u>Instructional Design</u> (2 pts.) Developing a learning assessment, including the development of a test plan, working with and generating both storyboards and lesson plans, and identifying and assigning the appropriate Instructional Methods and Media to a project.</p> <p>B) <u>Project Management</u> (2 pts.) Managed an eLearning project: Delivered high quality eLearning solutions on time and on budget; Worked collaboratively with the respective client and applied a structured and clear change management process; and Created and followed an established work plan and met the specifications outlined by the client.</p> <p>C) <u>Multimedia Development</u> (2 pts.) Created engaging user interfaces; Perform the coding or programming of items of e-learning solutions in accordance with course design documents; Provide advice on appropriate interaction and also on the limitations of some applications; Create reusable online content; Developed HTML-based online learning solutions; Prototyped shared content items to be tested with SCORM test logs; Created Alpha, beta and final versions of e-learning solutions; SCORM-compliant course with SCORM test logs; and Designed Interactive multimedia elements.</p> <p>In order to demonstrate this criteria, the Bidder should provide two (2) projects with a minimum duration of three (3) months, within the last five (5) years, at time of solicitation closing date, describing each proposed resource's working experience stated above.</p> <p>The following information should be provided for each project:</p> <ul style="list-style-type: none"> • Project name and objectives; • Project duration in terms of start and end dates (month/year to month/year); • Individual's name and role and responsibilities within the project; and • Client contact information (organization name, client name, telephone number and/or email address) for whom the work was performed. <p>The above information should be stated in the Bidder's proposal and the CV(s) should confirm their demonstrated experience.</p> <p>If more than two (2) projects are provided, only the first two (2) projects listed will be evaluated.</p> <p>Points will be allocated as follows:</p> <p>Based on each projects from each proposed resources, a maximum of 2 points for each of the experiences mentioned above will be allocated.</p>	<p>24 pts.</p>	
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RT5	<p>Quality of Work:</p> <p>Further to the projects submitted in MT4 and MT6, the Bidder should provide copies of work deliverables as follows:</p> <ul style="list-style-type: none"> a) One (1) needs assessment; <i>(max 5 pts)</i> b) One (1) storyboard; <i>(max 5 pts)</i> c) One (1) project plan; <i>(max 5 pts)</i> d) Five (5) digital learning solutions, in which three (3) are within the last two (2) years, at time of solicitation closing date. <i>(max 5 pts per solution totalling 25 pts)</i> <p>The above noted deliverables can be supplied via an URL link to a virtual demo site, a USB key, or a cloud-based drop box or google drive.</p> <p>Points will be allocated as follows:</p> <p>Scoring grid for Needs Assessment, Storyboard and Project plan</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 15%;">0 to 1</td> <td> <ul style="list-style-type: none"> • Work is not comparable and/or is not reflective of the CSPS's requirements for such a deliverable; • Work is considered substandard with major weaknesses and/or gaps </td> </tr> <tr> <td>2 to 3</td> <td> <ul style="list-style-type: none"> • Deliverable is clear, thorough, professional; • It meets CSPS's requirements for such a deliverable with only minor weaknesses or gaps; • It enables readers to have a good understand of what is required for the final solution and to envision the final solution. </td> </tr> <tr> <td>4 to 5</td> <td> <ul style="list-style-type: none"> • Deliverable is very clear and highly professional and appropriate; • It fully meets CSPS's expectations for such a deliverable. • It gives readers a complete understanding of what is required and allows them to envision the final solution </td> </tr> </table> <p style="text-align: center;">Scoring grid of digital learning solutions <i>(max 5 pts per solution totaling 25 pts)</i></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 15%;">0 to 1</td> <td> <ul style="list-style-type: none"> • Work is not comparable and/or is not reflective of the CSPS's requirements for such a deliverable; • It does not demonstrate the type of solutions that CSPS is seeking; • It does not have interactive elements and/or has poor content. • Deliverable has weaknesses; </td> </tr> <tr> <td>2 to 3</td> <td> <ul style="list-style-type: none"> • Audio minimally complements the information presented; • The Images, other visuals and multimedia only weakly reinforce the learning points; • The solution provides for minimal engagement with its audience. • The solution has minimal interactive elements and the content is just adequate. </td> </tr> <tr> <td>4 to 5</td> <td> <p>Overall a highly acceptable solution which is:</p> <ul style="list-style-type: none"> • Clear, thorough, highly professional and very engaging • Content is exceptionally well-chosen and well written, concise </td> </tr> </table>	0 to 1	<ul style="list-style-type: none"> • Work is not comparable and/or is not reflective of the CSPS's requirements for such a deliverable; • Work is considered substandard with major weaknesses and/or gaps 	2 to 3	<ul style="list-style-type: none"> • Deliverable is clear, thorough, professional; • It meets CSPS's requirements for such a deliverable with only minor weaknesses or gaps; • It enables readers to have a good understand of what is required for the final solution and to envision the final solution. 	4 to 5	<ul style="list-style-type: none"> • Deliverable is very clear and highly professional and appropriate; • It fully meets CSPS's expectations for such a deliverable. • It gives readers a complete understanding of what is required and allows them to envision the final solution 	0 to 1	<ul style="list-style-type: none"> • Work is not comparable and/or is not reflective of the CSPS's requirements for such a deliverable; • It does not demonstrate the type of solutions that CSPS is seeking; • It does not have interactive elements and/or has poor content. • Deliverable has weaknesses; 	2 to 3	<ul style="list-style-type: none"> • Audio minimally complements the information presented; • The Images, other visuals and multimedia only weakly reinforce the learning points; • The solution provides for minimal engagement with its audience. • The solution has minimal interactive elements and the content is just adequate. 	4 to 5	<p>Overall a highly acceptable solution which is:</p> <ul style="list-style-type: none"> • Clear, thorough, highly professional and very engaging • Content is exceptionally well-chosen and well written, concise 	40 pts.	
0 to 1	<ul style="list-style-type: none"> • Work is not comparable and/or is not reflective of the CSPS's requirements for such a deliverable; • Work is considered substandard with major weaknesses and/or gaps 														
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	<ul style="list-style-type: none"> • Images and other visuals and multimedia are used extremely well to engage learners and reinforce key learning points • The solution is highly interactive and fosters a high level of engagement with its audience • of professional quality, there is congruence between, content is appropriate; content is well written; • Samples include a Level 2 evaluation component (knowledge checks or quizzes) and/or other leading and/or innovative practices for e-learning solutions. 		
Total Maximum Point Rated Technical Criteria:			98 pts
Overall Minimum required score to obtain is: 70 % or 68 points			



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Integrity Provisions – List of Names for Integrity Verification Form

Section 17 of the [Ineligibility and Suspension Policy](#) requires suppliers, regardless of their status under the policy, to submit a list of names with their bid or offer. The list differs depending on the bidder or offeror's organizational structure: (see Attachment 1 to Part 5 *List of Names for Integrity Verification Form*).

- Bidders including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors;
- Privately owned corporations must provide a list of the owners' names;
- Bidders bidding as sole proprietorship, including sole proprietors bidding as joint ventures, must provide the name of the owner(s).

Bidders bidding as partnerships do not need to provide lists of names.



5.2.3 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.



ATTACHMENT 1 to PART 5, Certifications Precedent to Contract Award

List of Names for Integrity Verification Form

Complete the on-screen form: [List of names for integrity verification form \(http://www.tpsgc-pwgsc.gc.ca/ci-if/ln-form-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/ci-if/ln-form-eng.html)

Or complete the form below:

Supplier Information / Renseignements sur le fournisseur	
* Supplier's Legal Name (required) / * Dénomination sociale du fournisseur (obligatoire)	
* Supplier's Address (required) / * Adresse du fournisseur (obligatoire)	
Supplier's Procurement Business No. (PBN) (optional) / N° d'entreprise-appvisionnement (NEA) du fournisseur (optionnel)	
* Solicitation No. (required) / * N° de l'invitation à soumissionner (obligatoire)	
* Date of Bid, or Closing Date of Invitation to Offer (yyyy/mm/dd) (required) / * Date de la soumission, ou de la date de clôture de l'invitation à soumissionner (aaaa/mm/jj) (obligatoire)	
List of Names / Liste de noms	
* Name 1 (required) / * Nom 1 (obligatoire)	* Title 1 (required) / * Titre 1 (obligatoire)
* Name 2 (required) / * Nom 2 (obligatoire)	* Title 2 (required) / * Titre 2 (obligatoire)
* Name 3 (required) / * Nom 3 (obligatoire)	* Title 3 (required) / * Titre 3 (obligatoire)
* Name 4 (required) / * Nom 4 (obligatoire)	* Title 4 (required) / * Titre 4 (obligatoire)
* Name 5 (required) / * Nom 5 (obligatoire)	* Title 5 (required) / * Titre 5 (obligatoire)
* Name 6 (required) / * Nom 6 (obligatoire)	* Title 6 (required) / * Titre 6 (obligatoire)
* Name 7 (required) / * Nom 7 (obligatoire)	* Title 7 (required) / * Titre 7 (obligatoire)
Declaration / Déclaration	
* I, (name) (required) / Je, * (nom) (obligatoire) :	
* (position) (required) / * (poste) (obligatoire) :	
* of (supplier's name) (required) / * à (nom de la société de l'entrepreneur) (obligatoire) :	
<p>declare that the information provided in this form is, to the best of my knowledge and belief, true, accurate and complete. I am aware that failing to provide the list of names will render a bid or offer non-responsive, or I will be otherwise disqualified for award of a contract or real property agreement. I am aware that during the bid or offer evaluation stage, I must, within 10 working days, inform the contracting authority in writing of any changes affecting the list of names submitted. I am also aware that after contract award I must inform the Registrar of Ineligibility and Suspension within 10 working days of any changes to the list of names submitted. /</p> <p>déclare que les renseignements inscrits dans ce formulaire sont, au meilleur de mes connaissances, véridiques, exactes et complètes. Je suis conscient que le défaut de fournir la liste des noms dans le délai prescrit rendra ma soumission ou mon offre irrecevable, ou autrement entrainera mon exclusion du processus d'attribution de l'accord immobilier ou du contrat. Je suis conscient que pendant l'évaluation des soumissions ou des offres, je dois, dans les 10 jours ouvrables, informer par écrit l'autorité contractante de toute modification de la liste des noms. Je suis également conscient qu'après l'attribution du contrat, je dois informer le Registraire d'inadmissibilité et de suspension dans les 10 jours ouvrables suivant tout changement à la liste de noms présentée.</p>	
Signature / signature	Date (yyyy/mm/dd) / date (aaaa/mm/jj)



PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

There are no security requirements associated with this requirement.



PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

7.1.1 Task Authorization

The Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

7.1.1.1 Task Authorization Process

1. The Project Authority will provide the Contractor with a description of the task using the Task Authorization form specified in Annex "D".
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority, within five (5) calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Contracting Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

7.1.1.2 Task Authorization Authority

To be validly issued, a TA must be signed by both the Project Authority **AND** the Contracting Authority.

7.1.1.3 Minimum Work Guarantee - All the Work - Task Authorizations

1. In this clause,

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

"Minimum Contract Value" means 5%.
2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.



3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

7.2.1 General Conditions

[2035](#) (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract with the following changes:

- Wherever Public Works and Government Services Canada (PWGSC) revise to read “Canada School of Public Service (the School)” with the exception of article 41 Integrity Provisions – Contract where any reference to PWGSC remains.

7.3 Security Requirements

There are no security requirements associated with this requirement.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of Contract award to _____ (for a period of one year from date of contract award) *[The date will be determined at contract award]*

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.5 Authorities

7.5.1 Contracting Authority *[insert information at contract award]*

The Contracting Authority for the Contract is:

Name:

Title:

Department:



Telephone:
Email address:

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Project Authority

The Project Authority for the Contract is: *[insert information at contract award]*

Name:
Title:
Department:
Telephone:
Email address:

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3 Contractor's Representative *[insert information at contract award]*

Name:
Telephone:
E-mail address:

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment – Individual Task Authorizations

The Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of Payment at Annex B.

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure specified in the authorized task authorization. Custom duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.7.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations



1. Canada's total liability to the Contractor under the Contract for all *authorized* Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ _____. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
3. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
4. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.7.3 Method of Payment

A. Single Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work delivered has been accepted by Canada.

OR

B. Monthly Payment

Canada will pay the Contractor on a monthly basis for Work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work performed has been accepted by Canada.

7.7.4 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department
C0100C (2010-01-11), Discretionary Audit - Commercial Goods and/or Services



7.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Each invoice must reference the Contract number and the Task Authorization (TA) number.
3. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment; and
 - b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.9 Certifications and Additional Information

7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*insert the name of the province or territory as specified by the Bidder in its bid, if applicable*).

7.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2018-06-21) General Conditions - Higher Complexity – Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) the signed Task Authorizations (including all of its annexes, if any); and
- (f) the Contractor's bid dated _____ [*insert date of bid at contract award*]

7.12 Foreign Nationals (Canadian Contractor OR Foreign Contractor)

SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)
OR
SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

7.13 Insurance

SACC Manual clause G1005C (2016-01-28) Insurance



ANNEX "A"

STATEMENT OF WORK

1. Title

Design and development of digital learning products for the Canada School of Public Service (CSPS).

2. Objective

The Canada School of Public Service (CSPS or the School) is seeking the services of a Contractor with a skilled and experienced team to provide instructional design, redesign, production, and/or development of learning products, on an as and when requested basis, consisting of level 2 (see Annex "C", eLearning Levels) or better e-learning courses, micro-learning, performance-support tools, and/or animated videos, with the goal of modernizing its digital training programs and practices.

3. Background

The primary responsibility of the School is to provide a broad range of learning opportunities and to establish a culture of learning to meet the common learning and development needs of approximately 250 000 public service employees across Canada. A public service that serves Canada with excellence must embrace innovation and adapt to the evolving needs of Canadians, and learning is the key to both.

In this environment, the Government of Canada is seeking greater value for its limited training dollars, as well as broader learning products to meet a variety of different needs, and modes of delivery, and the School must respond to these needs.

The School offers a wide array of topics areas including, Communications, Finance, Security, IM/IT, Leadership, Human Resources, Labour Relations, Values & Ethics, Official Languages, Indigenous Peoples and so much more, on which the learning products would be based.

The School delivers learning through its learning platform, GCcampus, an enterprise-wide approach to learning and performance support. GCcampus was developed with the goal of making learning more readily available, shifting the focus from the classroom to online, developing new types of learning products, and moving learning closer to workflow and just-in-time learning approaches. The School's online programs currently vary in length. On average our eLearning courses are 2-hours, but the intent is to make learning more manageable and chunked in smaller learning nuggets.

The School's learning platform features a wide variety of learning products, both formal (classroom, virtual classroom, online) and informal (blogs, events, job aids, micro-learning, case studies, etc.), which are available on the intranet and at no cost to Canadian public service learners. Through GCcampus, learners can register for in-class learning, pursue self-paced online learning, and tune into the hundreds of learning events held each year, among other activities.

Additional information on the technical architecture of GCcampus can be found in section 5.0 of the present Statement of Work (SOW).

The School has made great strides in giving public servants increased access to learning. Like its content, however, the School's learning environment must constantly evolve to keep pace with changes in learning technologies, needs, and methods if it is to meet learner expectations.

The School is now exploring how best to operationalize its new digital business model. It will continue to experiment with technology and methods to enhance and personalize the learning experience and improve results. It is also exploring dynamic new learning approaches such as virtual learning labs, podcasts, and mobile learning.



To ensure the future of its learning platform, the School will focus on the following priority areas:

- strengthening the technical infrastructure
- providing learning that is more relevant and responsive (new and improved quality content)
- supporting a variety of learning styles
- expanding its interactive online platform and virtual library
- improving access, particularly in remote areas
- finding new ways to keep learning “available for everyone, anytime.”

To support the School in the evolution of its learning platform, the services of a Contractor, as described in this SOW, are required.

4. Scope

The Contractor must deliver impactful learning products, on an “as and when requested basis”, by either developing new products, converting or fixing existing products to create innovative solutions based on new or existing technologies and practices. These products shall be consistent with the School’s desire to deliver engaging, flexible, meaningful, user-friendly, user-centred, online, and interactive learning experiences, where applicable, to all public servants.

The School is seeking to provide learning experiences that are dynamic, contemporary, and engaging, while remaining compatible with the School’s standards and existing infrastructure, as identified in later sections of this SOW. The products must be available across multiple devices and browsers, be WCAG 2.0 accessible, as well as responsive and compatible with all of the Government of Canada’s technologies and infrastructures. The Contractor will be required to build these products using subject matter content provided by the School.

The learning products to be delivered could be:

- entirely new (designed and developed);
- redesigns or conversions of legacy products to updated, modernized learning products;
- fixes to existing, stand-alone or packaged learning products.

The Contractor is expected to deliver custom state-of-the-art learning products and the associated technical services to meet the needs of a skilled workforce, developing effective leaders, and complying with the applicable references identified in section 6.0.

The products could include interactive and multimedia content such as, but not limited to, HTML programming, mobile learning, performance-support tools, job aids, classroom materials, simulation exercises, animation and motion graphic nuggets, virtual and online self-paced products, graphic design, accessible documentation, simulations, micro-learning pieces, etc. for any subject-matter falling within the School’s curriculum.

DETAILS OF TYPES OF LEARNING PRODUCTS

- NEW online learning products (synchronous and/or asynchronous learning):
 - Self-paced online courses where design and development services are needed.
- NEW custom design and development of other online learning products (micro-learning, performance-support tools, videos, and/or hybrid products, etc.):



- Micro-learning pieces, performance-support tools, videos, and/or blended learning products, where both design and development are needed.
- Conversion of existing (classroom or self-paced) content into various learning products:
 - Converting instructor-led training into self-paced online learning modules.
- Consultation about modes of delivery of other learning products:
 - Learning Advisory services on the best mode of delivery for the learning solutions.

ESTIMATED NUMBER OF TYPE OF LEARNING PRODUCTS

Initial Contract Period:

Product by Type	Estimated Number of Products
NEW online learning courses	up to 10 per year
NEW custom design and development of other online learning products	up to 5 per year
Conversion of existing (classroom or self-paced) content into various learning products	up to 3 per year
Consultations on modes of delivery of other learning products	up to 2 per year
Total	up to 20

Option Year 1:

Product by Type	Estimated Number of Products
NEW online learning courses	up to 8 per year
NEW custom design and development of other online learning products	up to 7 per year
Conversion of existing (classroom or self-paced) content into various learning products	up to 3 per year
Consultations on modes of delivery of other learning products	up to 2 per year
Total	up to 20

Option Year 2:

Product by Type	Estimated Number of Products
NEW online learning courses	up to 8 per year
NEW custom design and development of other online learning products	up to 8 per year
Conversion of existing (classroom or self-paced) content into various learning products	up to 2 per year
Consultations on modes of delivery of other learning products	up to 2 per year
Total	up to 20

Option Year 3:

Product by Type	Estimated Number of Products
NEW online learning courses	up to 8 per year
NEW custom design and development of other online learning products	up to 8 per year
Conversion of existing (classroom or self-paced) content into various learning products	up to 2 per year
Consultations on modes of delivery of other learning products	up to 2 per year
Total	up to 20



The School assumes that the following critical resources needed to realize the required products: Senior Project Manager, Senior Instructional Designer, Senior Custom eLearning Developers, Senior Graphics Designer, Quality Assurance Specialist, and Senior Tester.

Other types of resources may also be identified but that are not critical are: UX Specialist, Rapid eLearning Product Programmers, Web Developers, Application (App) Developer, Animator, Photographer, Audio/Video Producer, User-Experience Specialist/Tester, User-Interface Designer, and Accessibility Specialist, as well as others as needed.

RESPONSIBILITIES OF CRITICAL RESOURCES

Senior Project Manager

- Provides weekly status updates and attends meetings as required.
- Manages the scope of the projects and its products, budgets, and schedule.
- Develops and updates the Work Breakdown Structure (WBS) and detailed project plans.
- Tracks project plans and manages resources.
- Manages the Change Control Process.
- Maintains communication with the Project authority.
- Reports on progress in the project on an ongoing basis and at scheduled points in its life cycle.
- Manages risks and implements solutions to problems.
- Plans, organizes, directs and controls quality assurance throughout the project.
- Supports the release, implementation, and delivery of products.

Senior Instructional Designer

- Conducts needs assessments to examine training gaps, including:
 - conducting performance analyses
 - conducting cause analyses
 - identifying solutions and making recommendations
- Assists in specifying the required training and education outcomes, including:
 - performing job task analysis
 - specifying performance/education/learning objectives
 - producing knowledge standards
- Describes and/or selects an instructional program, including:
 - defining learner characteristics
 - performing instructional and learning paths analysis
 - preparing learning assessment plans
 - designing learning assessment instruments
 - identifying and costing instructional/blended learning strategies
 - specifying instructional strategies
 - specifying learning content and lesson guidance
 - producing lesson guidance documentation (design guidance documents and scripted storyboards)
- Produces effective instructional learning materials, including:
 - identifying training/performance requirements and determining sources of learning materials
 - developing style guides
 - producing instructional learning materials
 - conducting alpha and beta testing and formative evaluations of instructional learning material to ensure compliance with specified standards and client requirements, and revising as required
 - designing student evaluation in consideration of level at which students will be required to perform, including appropriate level of Bloom's taxonomy
 - preparing the information instructors need to use or implement instructional learning materials into training programs
 - recording the costs of developing instructional learning materials



- evaluating instructional materials for possible conversion to e-learning, in whole or in part, and providing cost estimates of level of effort involved to convert legacy courseware to e-learning

Senior Custom E-Learning Product Developers

- Conduct review, analysis and recommendations on programming issues in project documentation, including:
 - Coding standard chosen
 - Assessment of client needs
 - Infrastructure topology
- Develop leading-edge components for the project, including:
 - User interface according to the style guide
 - Pseudocode and metadata models
 - Advanced Course Elements JavaScript
 - Set of Course Items and Related Resources
 - Shared Content Elements and Item Metadata Documents
 - SCORM® compliance and user-friendliness test
 - Quality Assurance Testing
 - Maintenance Guide which provides relevant information for modifying and maintaining final products
- Perform the coding or programming of items of e-learning products in accordance with course design documents, including:
 - Multimedia Elements
 - Interactive elements
 - Content of the course
 - Elements of shared content;
 - Evaluation tools
 - Means of assessment
- Design and develop a data structure, including:
 - Design database structures and reports
 - Document the implementation of the database including connection information
- Provide technical guidance, including:
 - Recommend best practices
 - Make recommendations on the development of e-learning products
 - Develop and recommend solutions to identified coding problems
 - Review test documentation
 - Document solutions or alternatives to identified problems
- Create multimedia animations using images, sound, and video.
- Programming products (HTML, accessible PDF, etc.).
- Develop content in collaboration with training designers based on scenarios.
- Programming products in HTML that comply with WCAG 2.0 level AA, when applicable.
- Programming products using WET (Web Experience Toolkit) templates and players.
- Create accessible products as required (transcripts, described video, etc.); and
- Create reusable online content.

Senior Graphic Designer

- Determine the best way to achieve the desired graphics, either through the use of existing stock, development of new material, or a combination of both.
- Consult with the School to establish the overall look and graphic elements to address mobile-device considerations.
- Review presentation design documents and/or scripted storyboards and make recommendations to instructional designers and/or client, including:
 - consulting clients regarding associated costs
 - validating that the design is engaging and meets client requirements
 - validating that the design will be fully accessible in HTML5.



- Create designs, concepts, and sample layouts of graphic elements in accordance with the presentation design documents and the scripted storyboards.
- Determine the size and arrangement of illustrative material and copy, and select font style and size.
- Create new images using computer software.
- Mark-up, paste, and assemble final layouts.
- Digitize images.

Senior Quality Assurance Specialist and Senior Tester:

- Develop a quality assurance (QA) plan, including:
 - quality standards, methodologies, procedures, and tools for performing QA activities
 - overseeing resources, schedules, and responsibilities for conducting QA activities
 - selecting activities and tasks for supporting processes such as verification, validation, joint review, audit, and problem resolution.
- Develop QA test plans, including alpha, beta, and pilot testing.
- Implement QA test plans, including:
 - testing e-learning programs for conformity to client-approved design documents, instructional standards, guidance and specifications, scripts and storyboards
 - testing the e-learning program for interactivity, functionality, and programming bugs
 - ensuring grammatical and spelling accuracy in English, French, or both languages
 - ensuring consistency of presentation and style, including use of colours, fonts, formats, navigation, architecture and strategy, modularization, and consistency between English and French versions
 - ensuring consistency with guidelines, conventions, taxonomies and/or best practices in the use of metadata
 - testing for Shareable Content Object Reference Model (SCORM) conformance in a CSPS-approved learning management system/learning content management system (LMS/LCMS) environment, as indicated in the respective Task Authorization (TA)
 - performing testing of e-learning programs to ensure they function as planned in the client LMS/LCMS environment, as indicated in the respective TA
 - recording the results of all QA interventions and making them available in the TA.
- Write reports based upon the results of the QA test plan.

5. Relevant Terms and Acronyms/Abbreviations

ADDIE	An instructional system design (ISD) framework is used by many instructional designers and training developers to develop courses. The name is an acronym for the five phases it defines for building training and performance-support tools: analysis, design, development, implementation, and evaluation. ¹
Canadian Style Guide	An English language writing guide developed by Public Works and Government Services Canada (now PSPC – Public Services and Procurement Canada) to address issues of proper English in the Canadian context. http://www.btb.termiumplus.gc.ca/tpv2guides/guides/tcdnstyl/index-eng.html?lang=eng
Common Learning Needs	Refers to the School’s curriculum that is relevant to all departments and agencies; consisting of subject-matter content such as Leadership, Human Resources, Communications, Finance, Procurement, Security, Information Management, Information Technology, Service Excellence, Values and Ethics, Official

¹ Wikipedia



	Languages, Policy, Evaluation and Regulations, Personal Development, and so on.
Learning Ecosystem	Refers to an integrated set of interactive online services that provide learners, instructors, business leaders, human resource professionals, and others involved in building individual and organizational capacity and management excellence within the public service with the information, tools and resources to support and enhance learning delivery and management.
Learning Management System (LMS) (SABA 7.3)	A software application for the administration, documentation, tracking, reporting, and delivery of e-learning content. It typically includes course content delivery, student registration and administration, scheduling and tracking of learning events, curriculum and certification management, skills and competencies management, skill gap analysis, individual learning plans, assessing and recording, learning record management, reporting, learning record management, courseware authoring, resource management, virtual organizations, and performance management system integration. Within GCcampus, the chosen ILSM software is Saba.
Le guide du rédacteur	A similar writing tool to the Canadian Style Guide for writing in French.
GCcampus	<p>The School's learning platform, an integrated technology solution made up of various functionalities and technologies to deliver and track learning delivery. It has a collection of rich, interactive, and open online resources, videos, courses, seminars, and events. GCcampus was built in house, combining a build-and-buy approach for its presentation, application and infrastructure layer. The current GCcampus infrastructure includes:</p> <ul style="list-style-type: none"> • the Saba application version 6.1 (currently being upgraded to v7.3), a Commercial Off the Shelf (COTS) learning management system (LMS) that houses all Shareable Content Object Reference Model (SCORM) content and all learner records • Moodle version 2.9 (currently being upgraded), an open-source software learning management/course management system, used as the course management system and for social/distance course delivery • Drupal, version 7, an open-source content management system, which is the web portal and front-end interface to the learning portal • Kaltura Community Edition version 9.1, which houses and streams all video content and other products, along with internally developed custom software • The Contractor could be provided access to the School's LMS training environment following contract award.
Learning Products	Learning products can be for use in the classroom, online self-paced, online simulations, classroom simulations, virtual classroom learning products, distance learning products, job aids, performance-support tools, videos, graphic animations, webpages, micro learning pieces, mobile and/or infographics, etc.
SAM	This is a popular alternative to ADDIE. Successive Approximation Model (SAM) offers an instructional design approach consisting of repeated small steps, or iterations, that are intended to address some of the most common instructional design pain points, like



	meeting timelines, staying on budget, or collaborating with Subject Matter Experts (SMEs).
Solution-Based Requirements	<p>Meant to produce a stand-alone, outcome-driven result. Such a result requires no additional work and is comprised mainly of IT services and, in certain situations, essential goods, whereby a Contractor delivers a solution to a requirement, phase or project, manages the overall requirement, phase or project, and accepts responsibility/risk for the outcome. It may also be comprised of consulting services, which are typically team-based and deliverable-focused, involving advisory work, and thought leadership, innovation or strategy as well as methodologies and processes that may be required to manage the project (including Project Management, Contract Management, Quality Management, Risk Management and Solution Development or any other established and recognized methodologies) and may include various business models, depending upon the requirement.</p> <p>It may include end-to-end project work, whereby the Contractor is requested to devise a solution to a business problem. In such a case, there may be a proof of concept or other requirement where there is a business problem and a Contractor comes forward with a methodology, an approach or an established solution, as well as the requisite expertise, to leverage the value of the methodology and/or approach to deliver the solution.</p>
UX Testing	Usability (UX) testing usually involves systematic observation under controlled conditions to determine how well people can use a product.

6. Applicable and Reference Documents

The learning products delivered by the Contractor must meet the following policies, directives, guidelines, procedures, standards, and specifications:

6.1 GCcampus: the School's learning application

<http://www.csps-efpc.gc.ca/le/index-eng.aspx>

6.2 Web Standards for the Government of Canada

Policies, standards and directives governing online service delivery, including but not limited to (Social Media, Web Communication and Web Standards):

- Government of Canada communications requirements: <http://www.tbs-sct.gc.ca/ws-nw/index-eng.asp>
- Canada.ca Content Style Guide: <https://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/communications/csc-grc-eng.asp>
- Canada.ca content and information architecture specification: <https://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/communications/cia-sca-eng.asp>
- Standard on Optimizing Websites and Applications for Mobile Devices: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27088>
- Technical specifications for the Web and mobile presence: <http://www.tbs-sct.gc.ca/ws-nw/mo-om/ts-st/index-eng.asp>
- Technical specifications for social media accounts: <http://www.tbs-sct.gc.ca/hgw-cgf/oversight-surveillance/communications/fip-pcim/tssm-stms-eng.asp>



- Standard on Privacy and Web Analytics: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26761§ion=text>
- Web Experience Toolkit Guideline: <http://www.tbs-sct.gc.ca/ws-nw/wa-aw/wet-boew/index-eng.asp>
- Technical Guidelines for E-Learning Course Implementation (2014) – to be provided to the Contractor following contract award.

6.3 Accessibility

Guidance on Implementing the Standard on Web Accessibility (<https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/guidance-implementing-standard-web-accessibility.html>) provides direction to departmental officials on roles and responsibilities and relevant recommendations on prioritizing of compliance activities. Programming products in HTML must comply with WCAG 2.0 level AA, or better, when applicable.

6.4 Usability

The Standard on Web Usability (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=24227>) provides direction to departmental officials on roles and responsibilities and relevant recommendations on prioritizing of compliance activities.

6.5 Interoperability

The Standard on Web Interoperability (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=25875>) came into effect on July 1, 2012; a guidance document to support the Standard on Web Interoperability is under development.

7. Language and other content requirements

7.1 Language Requirements

The School is committed to providing learning products to public service employees in both of Canada's official languages (Canadian English and Canadian French). The French and English version of the content must be consistent; however, with respect to translations between languages, in addition to translations considered identical, translations that are equivalent will be considered to meet this requirement. Two (2) content packages must be provided for any bilingual product(s) to be hosted on the CSPA learning platform.

Content may be written in either Canadian English or Canadian French, and the successful Contractor would need to work in the language of the content given to them.

7.2 Quality of Written and Spoken Language

The Contractor shall use the Canadian Style Guide for English and [Le guide du rédacteur](#) for French, or other relevant language standards. The content must be free of errors.

For the purpose of this requirement, errors include, as a minimum, the following:

- accuracy, including mistranslation, illogical rendering, lack of clarity and improper use of terminology
- language, including syntax (improper sentence construction), calque (expression adopted by one language from another in a more or less literally translated form), under/over-translation, and faulty usage (Gallicisms and Anglicisms)
- style and adaptation, including awkward rendering, word-for-word translation and incorrect adaptation of any of the following with respect to the end-user
- tone, conciseness, and level of language



- official titles and terminology, including incorrect use of official titles, acronyms, terminology, client's usage, and lack of consistency
- formatting, including problems with layout, alignment of paragraphs and titles, consistency, incorrect hypertext links, and version that does not reproduce the same formatting of tables and charts
- Voice over where required will be in both Canadian English and Canadian French.

7.3 Content Terminology

Content must be free from negative stereotyping (e.g. cultural, racial, gender, etc.) and it should reflect Canadian spelling and terminology.

7.4 Deliverables

The Contractor must provide interim deliverables in one language, either Canadian English or Canadian French. Once a solution is approved in principle in either Canadian English or Canadian French, the Contractor will be required to produce the solution in the other language and submit it to the CSPS for review. The Contractor will be required to make any changes identified by CSPS. CSPS will translate all content and assets.

8. Business and Technical Environment

The School's business hours are 8 am to 5 pm (EST/EDT). Every effort shall be made to communicate during these hours. However, if time zones are a factor, a reasonable time agreed upon by both the Contractor and the School should suffice.

All online products must be built so that they are not proprietary and easily updatable in the future without the involvement of the Contractor.

The courseware for any online self-paced products must be fully functional within the School's technical environment and compliant with its Technical Guidelines for E-Learning Course Implementation (2014). This guideline is a stand-alone document that will be provided to the Contractor upon contract award.

The content developed will be based on sound instructional design methodology/adult learning principles, using such models as ADDIE or SAM or AGILE and other best practices.

Where applicable, the online self-paced learning products must be compliant with:

1. WCAG 2.0 Level AA
2. ADL SCORM v.1.2
3. LMS Saba 7.3
4. Drupal
5. Kaltura

The technical requirements for **online self-paced learning products** are:

- **World Wide Web Consortium (W3C)** -<http://www.ap1120E.asp?pld=578>
- **Assistive Technology:**
 - www.ap1120E.asp?pld=526 (Multimedia)
 - www.ap1120E.asp?pld=528 (Educational Software)
- **Browsers**
 - IE 11 on all Windows Operating Systems (Windows 7, 8, 8.1, Windows RT 8.1 and Windows 10)
 - Firefox, Chrome
- **Screen Size**



- Responsive design
- **Supported client-side technologies:**
 - HTML
 - CSS
 - Java Script
- **Non-supported client-side technologies:**
 - Cookies
 - Flash Player

Technical Requirements for **Video Production**

- Electronic format-compatible with Windows Media Video to be uploaded to secure (password-protected) site or sent via email for review.
- They must be created in both English and French, along with the accompanying captions and text versions.
- Once final materials are approved, the Contractor must provide final files in:
 - Player – Web Experience Toolkit (WET) multimedia player
 - Windows media video (.wmv) (broadcast quality)
 - MP4
 - ProRes 422 (.mov)
 - Flash video file (FLV) optimized for the web
 - Length – less than 7 minutes long
 - No larger than 30MB
 - Run at a bit-rate that does not exceed 600Kbps (streaming)
 - Closed-caption files (SRT, XML)
 - Subtitles
 - Text transcript, including description of actions

Learning products must be:

- a) able to run with up to 7500 individuals accessing the same course at the same time
- b) compatible with Windows 7 and up, PCs and laptops (32- and 64-bit)
- c) fully WCAG 2.0 AA-compliant
- d) responsive to playing on a variety of mobile devices, including tablets and smart phones
- e) engaging and interactive, leveraging multiple modes of instruction, including text, audio, illustrative images, diagrams, interactive practice activities, and video

They must also:

- f) incorporate effective avatars and/or animations to enhance the overall learning experience in compliance with the principles of Diversity and Inclusion
- g) use synchronous and asynchronous technologies to facilitate learner and cohort communication and collaboration
- h) transfer knowledge, maintenance, and code to the School's internal staff prior to the end of the contract
- i) ensure maximum shareability or reusability by:
 - a. being structured so that component learning objects can be extracted and repurposed
 - b. having properly meta-tagged source files and media assets

Fonts

The Contractor must use fonts that are supported and part of the standard software packages or as indicated in the Task Authorization (TA).

- a) If there is a need to use an authoring tool, the following will be provided to the School for approval before using:



- a. A rationale for the use of this software.
- b. The name and version of the authoring tool for which the Contractor seeks authority to use.
- c. The URL to the product information page and a trial version for review and evaluation.
- d. An administrative interface or program that will allow the School to update and maintain the content.

Learning Technologies: Social Media

The following are learning technologies—social media tools that are approved for use at the School:

- a) Mobile learning;
- b) Streaming video;
- c) Webcast/podcast;
- d) Web conferencing tools;
- e) Wikis/Blogs;
- f) Discussion boards/forums;
- g) GCTools.

9. Deliverables and associated schedule

9.1 Deliverables

The Contractor must provide the following reports and logs:

- a) weekly status reports;
- b) testing of products, as required;
- c) issue and risk logs, as required;
- d) updated storyboards/scripts if amended during review cycles;
- e) any interim deliverables identified in the TAs;
- f) final developed and produced bilingual products;
- g) included as part of the final deliverables, provide all final content, including all code and code documentation, raw content, storyboards, scripts, source files including code comments, multimedia elements, published files, and any other components making up the solution;
- h) any other deliverable identified in the TA.

9.2 Deliverables Associated with Acceptance

The following deliverables are to be provided to the School's Project Authority. The methods and source of their acceptance are:

1. review and approval of a work plan for each solution;
2. review and approval of design plan for each solution;
3. review and approval of RAW content for each solution;
4. review and approval of storyboard/scripts in one of the official languages for each solution;
5. A prototype module (in one language only) will be developed by the Contractor and tested by the School's Functional and Accessibility Quality Assurance (FAQA) team;
6. A prototype module (in the other language) will be developed by the Contractor and tested by the School's FAQA team;
7. Approval during School review cycles, consisting of Instructional Designer Quality Assurance (IDQA) and Client Acceptance Testing (CAT);
8. The Contractor is also responsible for doing their own FAQA cycle before releasing the learning solution for the School testing;
9. Once the completed online solution (in both official languages) is programmed, the School will do final FAQA and Integration Quality Assurance (IQA) testing prior to acceptance;



10. Once all changes have been incorporated and verified by the School's Project Authority, the School will notify the Contractor in writing of acceptance of the solution;
11. Final deliverables will be completed in both official languages once Final Acceptance Testing is completed by the School and the final report has been issued and delivered to the School's Project Authority.

10. Reporting Requirements

10.1 Single Point of Contact for Contract

The Contractor must assign a single point of contact for addressing any inquiries from the School and must provide the following information for the assigned contact person:

- Name;
- full mailing address;
- telephone number (direct line);
- fax number;
- cell phone number (if applicable); and
- e-mail address.

The single point-of-contact must be available to the School's Project Authority during the agreed upon business times.

10.2 Reports and Communications

The Contractor must provide the Project Authority with weekly status reports detailing the status of each project and the financial status of each Task Authorization.

11. Client Support

The School's Project Authority will monitor progress based on the Contractor's project plan and provide feedback within 3 business days or less on interim and final deliverables and/or at scheduled milestone checkpoints identified in the project plan for the solution.

The School and the Contractor will meet, as required, to negotiate and agree on aspects of the products and/or to address scope and/or schedule changes that impact the project costs and/or delivery dates specified in the project plan.

CSPS will provide the following:

1. any relevant templates and reports;
2. content and any other reference material needed;
3. target audience profiles;
4. any available documentation, including technical specifications and the FAQA checklist that must be adhered to;
5. graphic design standards for learning products;
6. a sample of the framework being used at the school, including documentation and functionalities (for reference);
7. navigation hierarchy object functions
8. content file structure and super menu explanations
9. several interaction/activity-type templates
10. other source material needed, such as GUI (Graphical User Interface)
11. translated content and assets; and
12. access to the School's subject matter content and technical experts, as needed; and
13. Project Authority to answer questions and review various interim and final deliverables.



12. Meetings

12.1 Kick-off Meeting

A kick-off meeting must be held within 15 calendar days of contract award. The kick-off meeting will be held via conference call, virtually or at the Contractor's facilities. The exact time of the kick-off meeting will be mutually agreed upon between the Contractor and the Project Authority.

The purpose of the kick-off meeting is to:

- a) review the contractual requirements;
- b) review and clarify, if required, the respective roles and responsibilities of the Contracting Authority (CA), the Project Authority, and the Contractor to ensure a common understanding.

12.2 Progress Review Meetings

A progress review meeting (PRM) should be held at least once a week. Meetings will be held via conference call, virtually or at the Contractor's facilities. The exact time of the meetings will be mutually agreed upon between the Contractor and the Project Authority.

The purpose of the meetings are to:

- a) review present and future requirements;
- b) discuss, if applicable, problem areas or issues and how to resolve and address any such problems/issues.

The Project Authority is responsible for coordinating the PRMs with the Contractor.

13. Location of Work

The work will be conducted at the Contractor's facilities.

Any required face-to-face meetings or hands-on sessions will take place via a virtual meeting or at the Contractor's facilities.

CSPS videoconferencing, WebEx, or other live digital face-to-face tools may be utilized to conduct meetings and presentations where appropriate.

14. Language of Work

The work leading up to the finalization of the end learning products, as well as meetings, can be conducted in either official language (Canadian English or Canadian French).

15. Areas of Responsibility

15.1 Contractor's Responsibilities

Contractor will be responsible for:

1. developing a project plan with timeline and deliverables;
2. maintaining a documented change-management process and providing copies of such documentation to the School;
3. providing weekly status updates and attending meetings as required;
4. ensuring CSPS has all owner/editing rights to product source files, design files (ID plan, RAW content, prototype, storyboards, job aids, etc.) and all media files to be able to modify the content;



5. ensuring that the final evaluation (assessment) is compatible with the CSPA LMS;
6. performing Functional and Accessibility Quality Assurance (in both official languages) and providing the FAQA report approved by the School ;
7. fixing all reported issues found during the review cycles (French and English);
8. delivering final products and any associated documentation.

15.2 CSPA Obligations

CSPA is responsible for:

1. providing the Contractor with any draft storyboards, other materials and access to Subject Matter Experts (SMEs);
2. communicating with the Contractor's single-point-of-contact as required;
3. being available via cell phone and email to address urgent issues or problems;
4. responding to verbal communications from the Contractor within 48 hours or less;
5. meeting with the Contractor prior to development in order to review the storyboards, including the design, course characteristics, timelines, and deadlines;
6. ensuring that the Contractor is aware of all the expectations and procedures required by the School;
7. providing templates as required for production, or any other related material needed during process;
8. providing feedback on interim and final deliverables within five (5) working days or less of receipt;
9. performing product design and other reviews as identified in the Contractor's project plan;
10. identifying a Technical Authority who will liaise with Project Manager on any issues that may arise;
11. providing oversight and approvals for every aspect of the design and development process as needed;
12. reviewing and approving final project in accordance with client departmental procedures;
13. providing translation of all content and assets.

16. Travel and Living

No travel outside the National Capital Region (NCR) is required for the work, therefore no travel or living expenses will be reimbursed under the resulting Contract.



ANNEX “B”

BASIS OF PAYMENT

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the Contract.

A- Contract Period (From _____ to _____) *(insert data at contract award)*

During the period of the Contract, for Work performed in accordance with the Contract, the Contractor will be paid as specified below.

1.0 Professional Fees

The Contractor will be paid all-inclusive ceiling price based on firm unit prices as follows:

Type of Learning Product	Labour category	Cost basis		Professional Fees		
		All-inclusive fixed daily rate (in Cdn \$) (a)	Level of Effort in working days (b)	Firm Unit Price per Labour category (in Cdn \$) (c) (a) x (b) = (c)	Ceiling price per Type of Learning Product (in Cdn \$) (d)	Estimated Quantity of Learning Products (per year) (e)
1. NEW online learning courses	1.1 _____	\$ _____	_____	\$ _____	= Professional Fees 1.1 + 1.2 + 1.3 + 1.4... (total of column C) \$ _____	Up to 10
	1.2 _____	\$ _____	_____	\$ _____		
	1.3 _____	\$ _____	_____	\$ _____		
	1.4 Add rows as required					
2. NEW custom design and development of other online learning products	2.1 _____	\$ _____	_____	\$ _____		Up to 5
	2.2 _____	\$ _____	_____	\$ _____		
	2.3 _____	\$ _____	_____	\$ _____		
	2.4 Add rows as required			\$ _____		
3. Conversion of existing (classroom or self-paced) content into various learning products	3.1 _____	\$ _____	_____	\$ _____		Up to 3
	3.2 _____	\$ _____	_____	\$ _____		
	3.3 _____	\$ _____	_____	\$ _____		
	3.4 Add rows as required			\$ _____		



4. Consultations on modes of delivery of other learning products	4.1	\$ _____	_____	\$ _____		Up to 2
	4.2	\$ _____	_____	\$ _____		
	4.3	\$ _____	_____	\$ _____		
	4.4 Add rows as required	\$ _____	_____	\$ _____		

Total Estimated Cost of Professional Fees: \$ _____ *[insert amount at contract award]*

2.0 Total Estimated Cost – Contract Period: \$ _____ *[insert amount at contract award]*



B- Option to Extend the Term of the Contract

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

B-1 Optional Period 1 (From _____ to _____) *(insert data at contract award)*

Type of Learning Product	Labour category	Cost basis		Professional Fees		
		All-inclusive fixed daily rate (in Cdn \$) (a)	Level of Effort in working days (b)	Firm Unit Price per Labour category (in Cdn \$) (c) (a) x (b) = (c)	Ceiling price per Type of Learning Product (in Cdn \$) (d)	Estimated Quantity of Learning Products (per year) (e)
1. NEW online learning courses	1.1	\$ _____	_____	\$ _____	= Professional Fees 1.1 + 1.2 + 1.3 + 1.4... (total of column C) \$ _____	Up to 8
	1.2	\$ _____	_____	\$ _____		
	1.3	\$ _____	_____	\$ _____		
	1.4 Add rows as required	\$ _____	_____	\$ _____		
2. NEW custom design and development of other online learning products	2.1	\$ _____	_____	\$ _____	\$ _____	Up to 7
	2.2	\$ _____	_____	\$ _____		
	2.3	\$ _____	_____	\$ _____		
	2.4 Add rows as required	\$ _____	_____	\$ _____		
3. Conversion of existing (classroom or self-paced) content into various learning products	3.1	\$ _____	_____	\$ _____	\$ _____	Up to 3
	3.2	\$ _____	_____	\$ _____		
	3.3	\$ _____	_____	\$ _____		
	3.4 Add rows as required	\$ _____	_____	\$ _____		
4. Consultations on modes of delivery of other learning products	4.1	\$ _____	_____	\$ _____	\$ _____	Up to 2
	4.2	\$ _____	_____	\$ _____		
	4.3	\$ _____	_____	\$ _____		
	4.4 Add rows as required	\$ _____	_____	\$ _____		



B-2 Optional Period 2 (From _____ to _____) (insert data at contract award)

Type of Learning Product	Labour category	Cost basis		Professional Fees		
		All-inclusive fixed daily rate (in Cdn \$) (a)	Level of Effort in working days (b)	Firm Unit Price per Labour category (in Cdn \$) (c) (a) x (b) = (c)	Ceiling price per Type of Learning Product (in Cdn \$) (d)	Estimated Quantity of Learning Products (per year) (e)
1. NEW online learning courses	1.1 _____	\$ _____	_____	\$ _____	= Professional Fees 1.1 + 1.2 + 1.3 + 1.4... (total of column C) \$ _____	Up to 8
	1.2 _____	\$ _____	_____	\$ _____		
	1.3 _____	\$ _____	_____	\$ _____		
	1.4 Add rows as required					
2. NEW custom design and development of other online learning products	2.1 _____	\$ _____	_____	\$ _____		Up to 8
	2.2 _____	\$ _____	_____	\$ _____		
	2.3 _____	\$ _____	_____	\$ _____		
	2.4 Add rows as required					
3. Conversion of existing (classroom or self-paced) content into various learning products	3.1 _____	\$ _____	_____	\$ _____		Up to 2
	3.2 _____	\$ _____	_____	\$ _____		
	3.3 _____	\$ _____	_____	\$ _____		
	3.4 Add rows as required					
4. Consultations on modes of delivery of other learning products	4.1 _____	\$ _____	_____	\$ _____		Up to 2
	4.2 _____	\$ _____	_____	\$ _____		
	4.3 _____	\$ _____	_____	\$ _____		
	4.4 Add rows as required					



B-3 Optional Period 3 (From _____ to _____) (insert data at contract award)

Type of Learning Product	Labour category	Cost basis		Professional Fees		
		All-inclusive fixed daily rate (in Cdn \$) (a)	Level of Effort in working days (b)	Firm Unit Price per Labour category (in Cdn \$) (c) (a) x (b) = (c)	Ceiling price per Type of Learning Product (in Cdn \$) (d)	Estimated Quantity of Learning Products (per year) (e)
1. NEW online learning courses	1.1 _____	\$ _____	_____	\$ _____	= Professional Fees 1.1 + 1.2 + 1.3 + 1.4... (total of column C)	Up to 8
	1.2 _____	\$ _____	_____	\$ _____		
	1.3 _____	\$ _____	_____	\$ _____		
	1.4 Add rows as required			\$ _____		
2. NEW custom design and development of other online learning products	2.1 _____	\$ _____	_____	\$ _____		Up to 8
	2.2 _____	\$ _____	_____	\$ _____		
	2.3 _____	\$ _____	_____	\$ _____		
	2.4 Add rows as required			\$ _____		
3. Conversion of existing (classroom or self-paced) content into various learning products	3.1 _____	\$ _____	_____	\$ _____		Up to 2
	3.2 _____	\$ _____	_____	\$ _____		
	3.3 _____	\$ _____	_____	\$ _____		
	3.4 Add rows as required			\$ _____		
4. Consultations on modes of delivery of other learning products	4.1 _____	\$ _____	_____	\$ _____		Up to 2
	4.2 _____	\$ _____	_____	\$ _____		
	4.3 _____	\$ _____	_____	\$ _____		
	4.4 Add rows as required			\$ _____		



ANNEX "C"

e-LEARNING LEVELS

Level 1 eLearning (Basic)	Content pages, text, graphics, perhaps simple audio, perhaps simple video, test questions.
Level 2 eLearning (Interactive)	Level 1... plus 25% (or more) interactive exercises (allowing learners to perform virtual "try it" exercises), liberal use of multimedia (audio, video, animation)
Level 3 eLearning (Advanced)	Highly interactive, possibly simulation or serious game-based, use of avatars, custom interactions, award-winning caliber courseware.
Source: CHAPMAN, B. (2010). <i>How Long Does it Take to Create Learning?</i> [Research Study]. Published by Chapman Alliance LLC. www.chapmanalliance.com	



ANNEX "D"

TASK AUTHORIZATION FORM

TASK AUTHORIZATION (TA) FORM - FORMULAIRE D'AUTORISATION DE TÂCHE (AT)	
Contract Number - Numéro du contrat	
TA No. - N° de l'AT	
Contractor's Name and Address - Nom et adresse de l'entrepreneur	
Original Authorization - Autorisation originale	
Total Estimated Cost of Task (GST/HST extra) before any revisions: Coût estimatif total de la tâche (TPS/TVH en sus) avant toutes révisions :	\$
TA Revisions Previously Authorized(as applicable) - Révisions de l'AT autorisées précédemment (s'il y a lieu)	
<p style="font-size: small; color: purple;">Instructions to the TA Authority: the information for the previously authorized revisions must be presented in ascending order of assigned revision numbers (the first revision must be identified as No. 1, the second as No. 2, etc). If no increase or decrease was authorized, enter \$0.00. Add rows, as needed. - Instructions à l'attention de la personne responsable de l'autorisation d'une AT: les révisions autorisées précédemment doivent être présentées par ordre croissant des numéros de révision attribués (la première révision doit être identifiée par le numéro 1, la seconde par le numéro 2, et ainsi de suite). Si aucune augmentation ou diminution n'a été autorisée, inscrire 0.00\$. Au besoin, ajouter des rangées.</p>	
TA Revision No. - N° de Révision de l'AT :	Authorized Increase or Decrease (GST/HST extra): Augmentation ou réduction autorisée (TPS/TVH en sus) : \$
TA Revision No. - N° de Révision de l'AT :	Authorized Increase or Decrease (GST/HST extra): Augmentation ou réduction autorisée (TPS/TVH en sus): \$
TA Revision No. - N° de Révision de l'AT :	Authorized Increase or Decrease (GST/HST extra): Augmentation ou réduction autorisée (TPS/TVH en sus): \$
New TA Revision (as applicable) - Nouvelle révision de l'AT (s'il y a lieu)	
<p style="font-size: small; color: purple;">Instructions to the TA Authority: the first revision must be identified as No. 1, the second as No. 2, etc. If no increase or decrease is authorized, enter \$0.00. - Instructions à l'attention de la personne responsable de l'autorisation d'une AT: la première révision doit être identifiée par le numéro 1, la seconde par le numéro 2, et ainsi de suite. Si aucune augmentation ou diminution n'est autorisée, inscrire 0.00\$</p>	
TA Revision No. - N° de Révision de l'AT :	Authorized Increase or Decrease (GST/HST extra): Augmentation ou réduction autorisée (TPS/TVH en sus): \$
Total Estimated Cost of Task (GST/HSTextra) after this revision: Coût estimatif total de la tâche (TPS/TVH en sus) après cette révision :	\$
Required Work - Travaux requis	
<p>The content of sections A, B, C and D below must be in accordance with the Contract. Le contenu des sections A, B, C et D ci-dessous doit être conforme au contrat.</p>	



SECTION A - Task Description of the Work required - Description de tâche des travaux requis

SECTION B - Applicable Basis of Payment - Base de paiement applicable

TA Subject to a Limitation of Expenditure – AT assujettie à une limitation des dépenses

SECTION C - Cost Breakdown of Task - Ventilation du coût de la tâche

SECTION D - Applicable Method of Payment - Méthode de paiement applicable

Single Payment – Paiement unique
 Monthly Payment – Paiement mensuel

Authorization - Autorisation

By signing this TA, the Project Authority and the CSPA Contracting Authority certify that the content of this TA is in accordance with the Contract.

En apposant sa signature sur cette AT, le chargé de projet et l'autorité contractante de l'EFPC attestent que le contenu de cette AT respecte les conditions du contrat.

Name of Project Authority - Nom du chargé de projet : _____

Signature _____

Date _____

Name of Contracting Authority - Nom de l'autorité contractante : _____

Signature _____

Date _____



Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature _____

Date _____